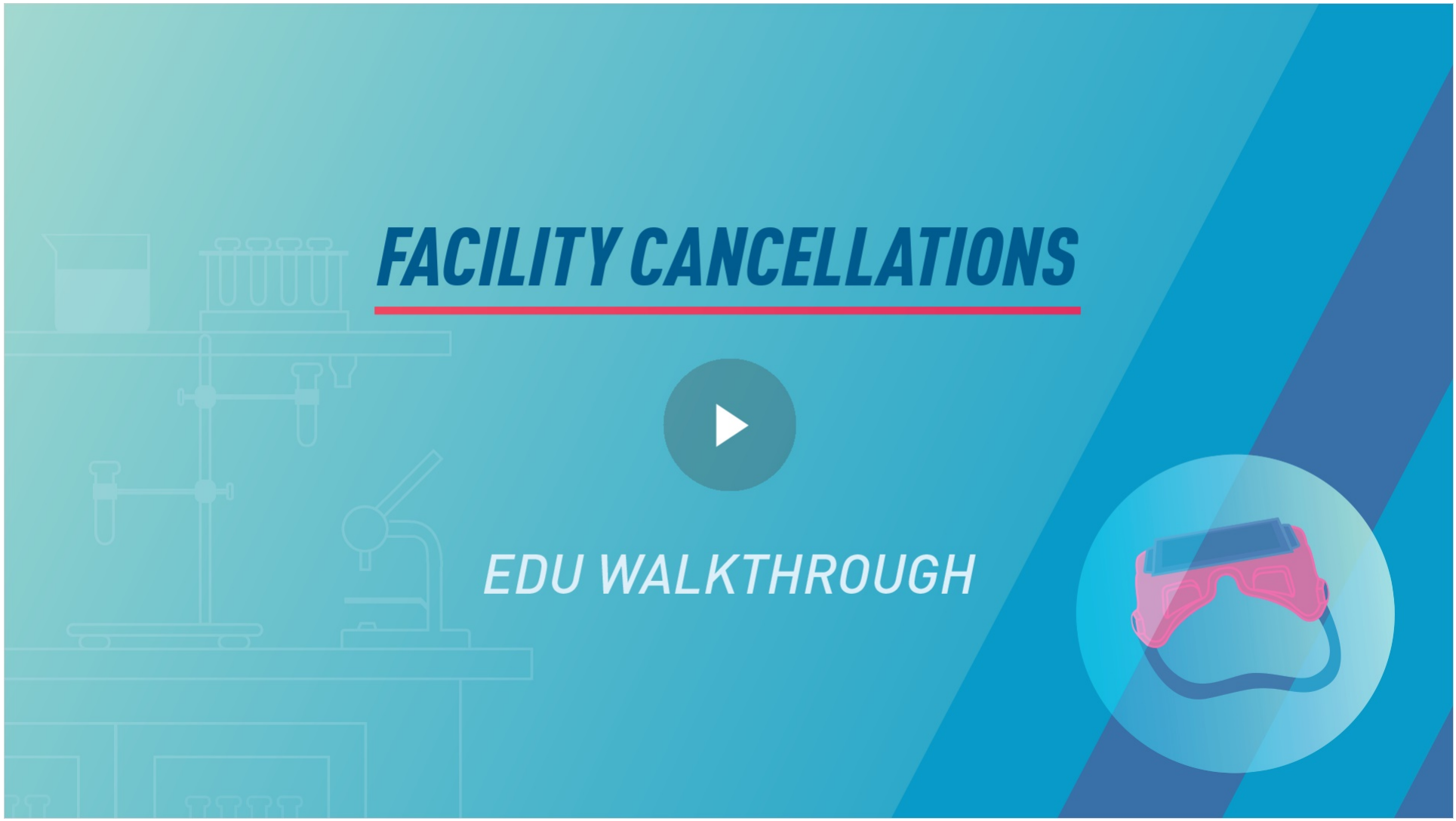

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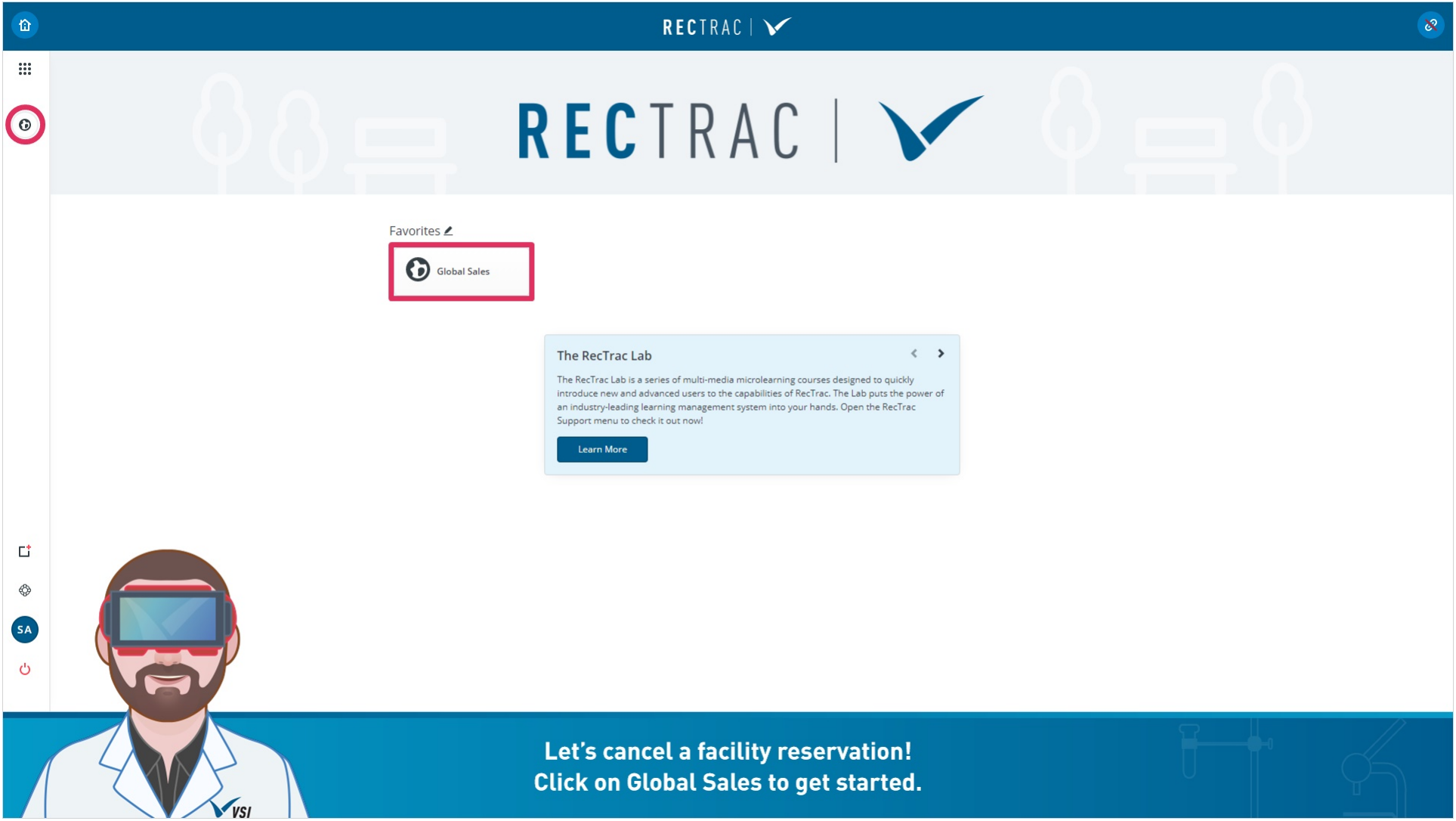
RECTRAC LAB CHAPTER 7: FACILITY CANCELLATION WALKTHROUGH



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RECTRAC

Global Sales Lookup

Global Sales Lookup

Lookup | Search

Options | Templates | (1) | Refresh | Family Member Datagrid | 1 to 16 of 48 (Filtered from 48)

Last Name	First Name	Status	Birthday	HH Address 1	HH Email Address	HH ID	Category
		(1) Active					(0) Selected
Ackbar	Admiral	Active	01/01/1965	1 Cruiser Way	aackbar@moncala.org	14	Resident
Ackbar	Little	Active	09/01/2015	1 Cruiser Way	aackbar@moncala.org	14	Resident
Amidala	Padmé	Active	05/19/1999	Naboo	padme@galacticrepublic.gov	7	Resident
Antilles	Wedge	Active	05/25/1977	X-Wing Starfighter	wedge@roguesquad.org	38	Resident
C-3PO	Mr	Active	05/25/1977	Tatooine	threepio@droid.com	39	Resident
Calrissian	Lando	Active	05/21/1980	Cloud City	lando@millenniumfalcon.org	8	Resident
Chewbacca	Mr	Active	05/25/1977	Millennium Falcon	chewie@millenniumfalcon.com	16	Resident
CUSTOMER	YOUR	Active		Your Customer's Address	customer@reccenter.org	10	Resident
Fett	Boba	Active	05/25/1977	Kamino	bobafett@mandalorian.com	23	Resident
Greedo	Mr	Active	05/25/1977	Tatooine	greedo@bountyhunter.edu	35	Resident
Hutt	Jabba The	Active	05/25/1977	Tatooine	jabba@thehutt.org	9	Resident
Kenobi	Obi Wan	Active	05/25/1977	Tatooine	obiwan@jediknights.com	18	Resident
Mothma	Mon	Active	05/25/1983	The Senate	mothma@galacticsenate.gov	40	Resident
Nunb	Nien	Active	05/25/1983	Sullust	nnunb@sullust.com	6	Resident
Organa	Leia	Active	05/25/1977	Alderaan	leia@rebelalliance.org	27	Resident
R2-D2	Mr	Active	05/25/1977	Tatooine	threepio@droid.com	39	Resident

SA

Add | Change Household | More | Skip | Select

The first step toward cancelling a reservation is finding YOUR CUSTOMER's account. Click on their household from the list.

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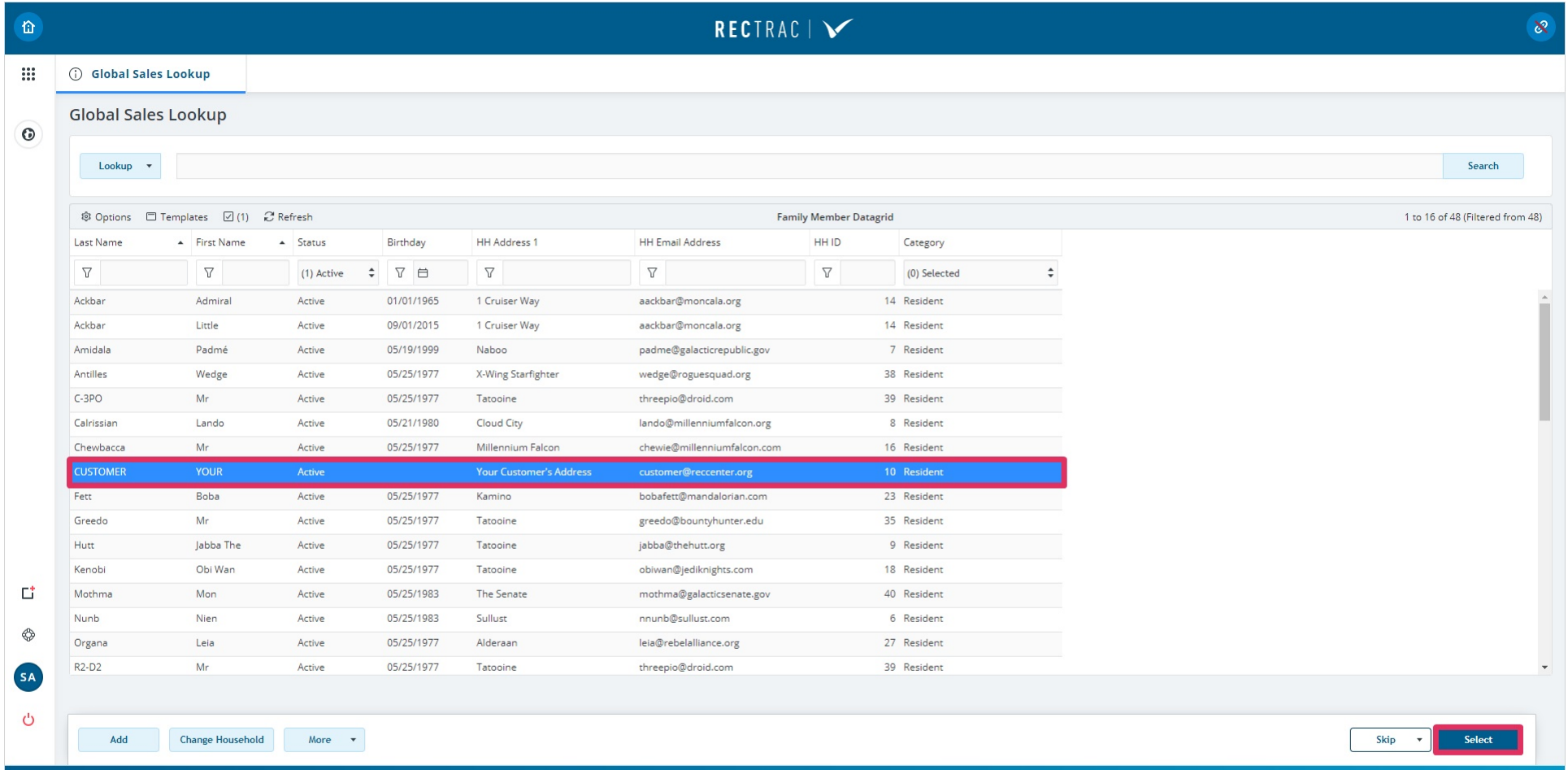

Once you've found YOUR CUSTOMER, double click on their line or press the Select button.

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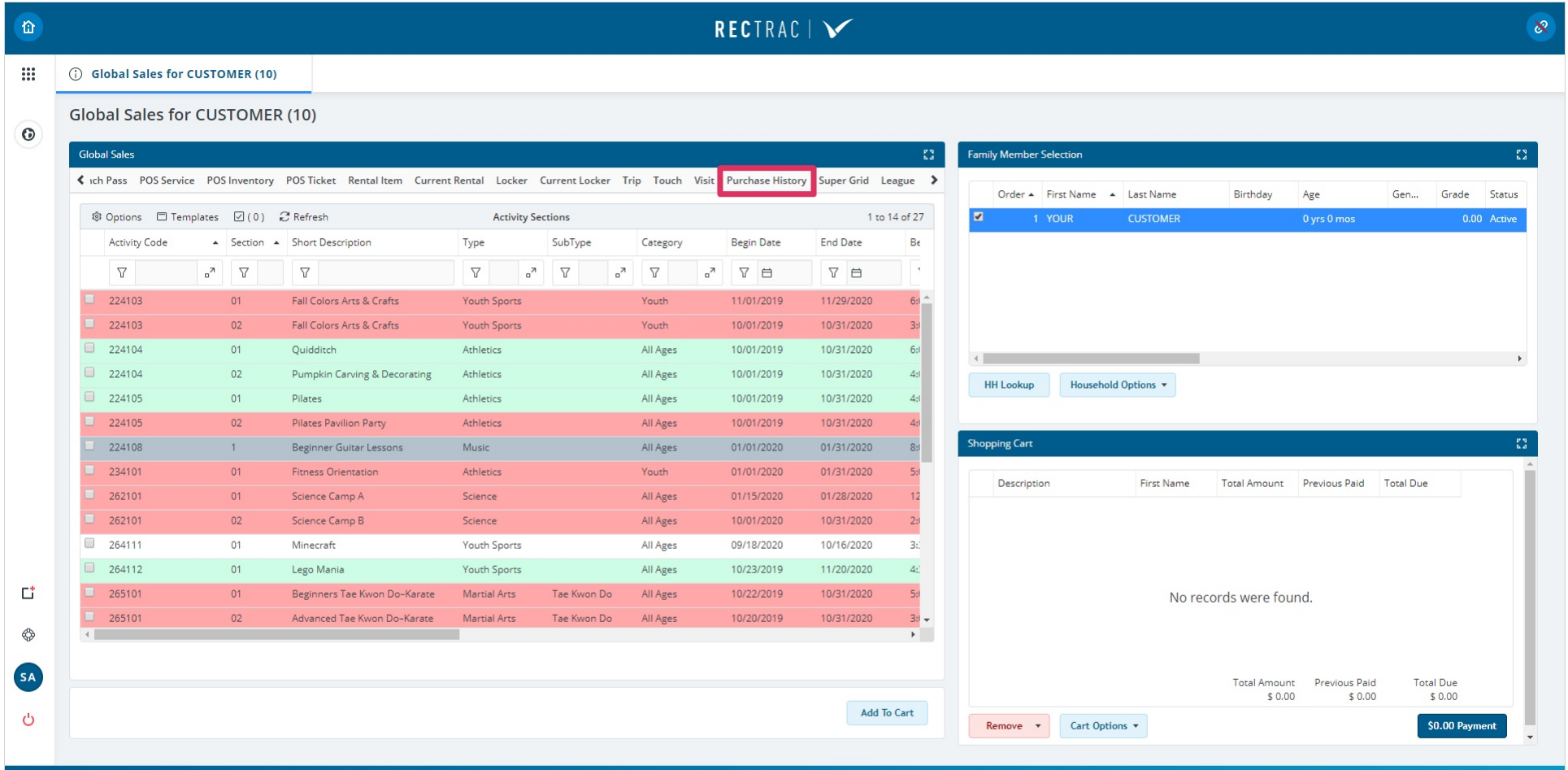

You can use Purchase History for changes *and* cancellations.
Select it from the tabs at the top of Global Sales.

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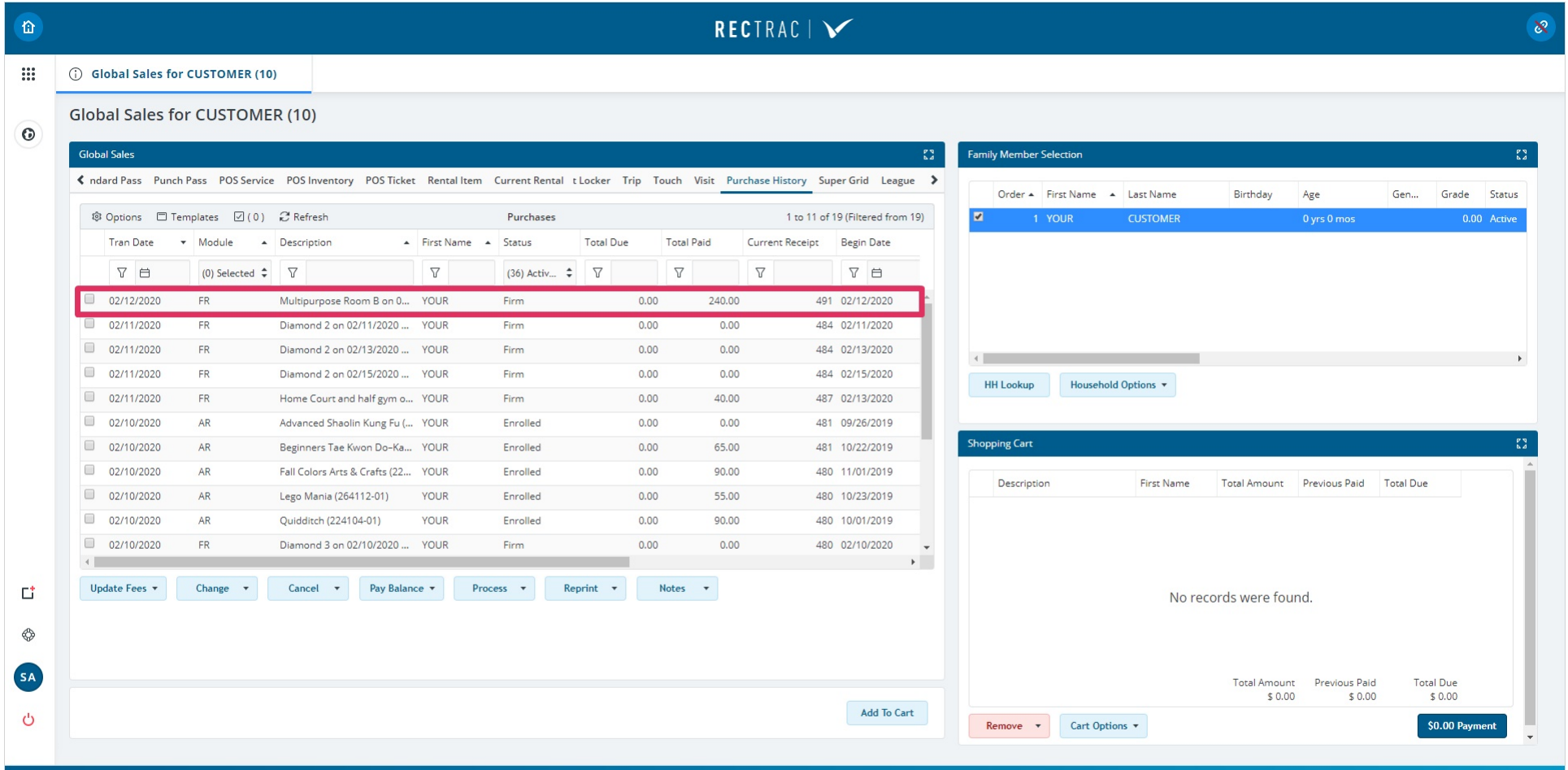

If YOUR CUSTOMER wants to cancel their reservation, this is where you'll get the job done. For this cancellation, click on Multipurpose Room B.

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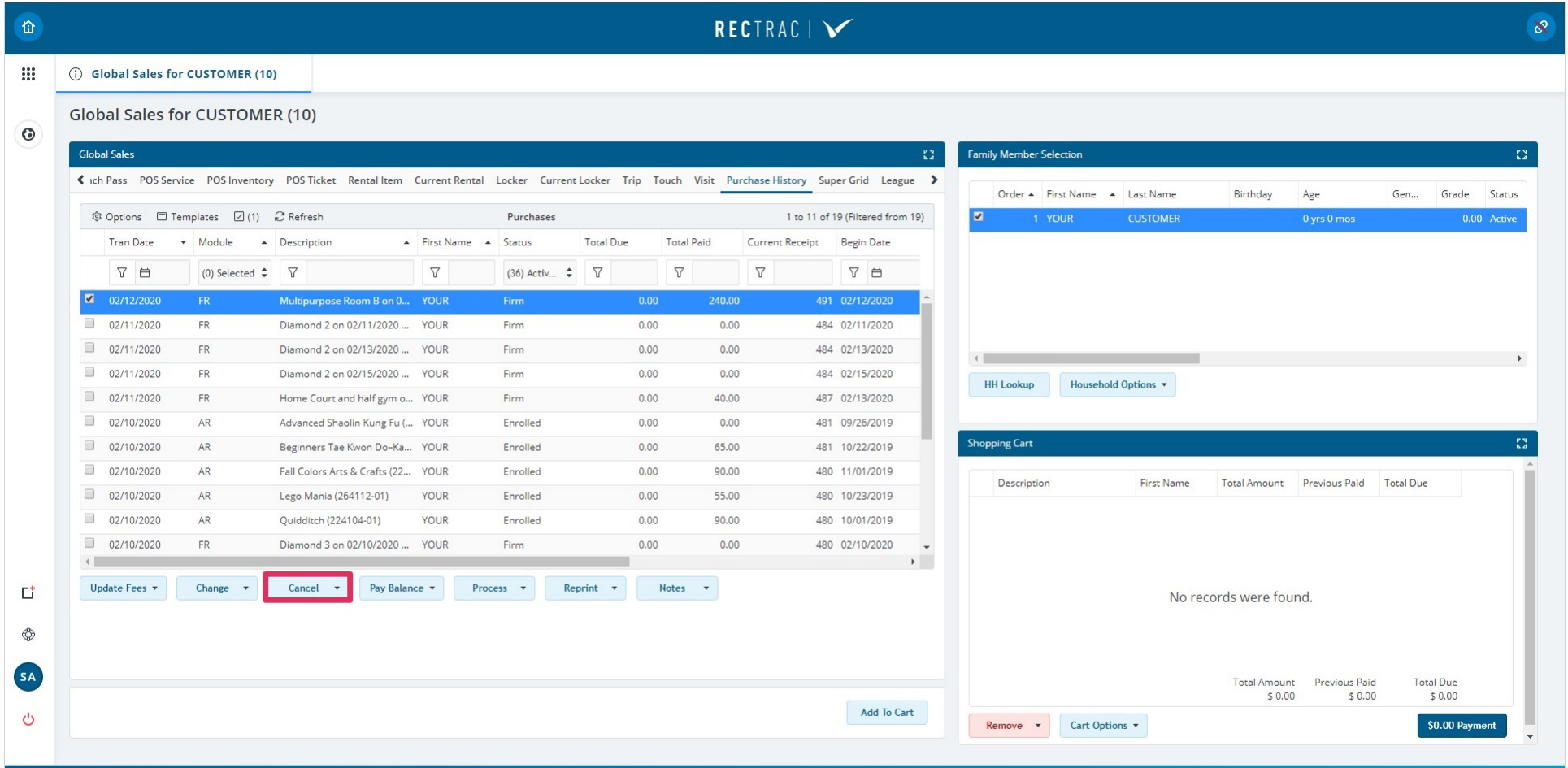

Once YOUR CUSTOMER's facility is selected, click on the Cancel drop down menu.

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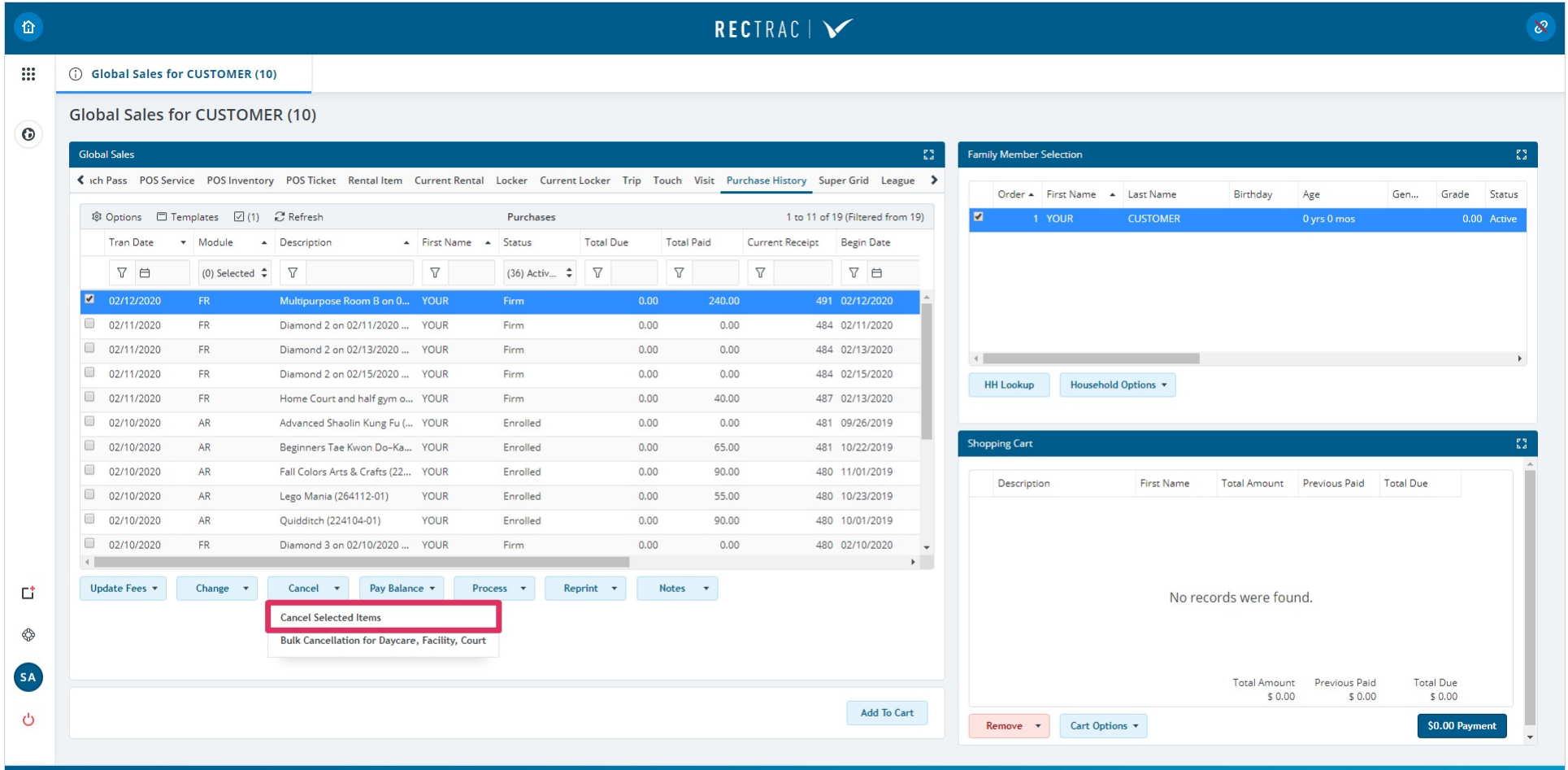

Click Cancel Selected Items to start the refund process for YOUR CUSTOMER.

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RECTRAC LAB CHAPTER 7: FACILITY CANCELLATION WALKTHROUGH

RECTRAC

Global Sales for CUSTOMER (10)

Global Sales for CUSTOMER (10)

Global Sales

ıch Pass | POS Service | POS Inventory | POS Ticket | Rental Item | Current Rental | Locker | Current Locker | Trip | Touch | Visit | Purchase History | Super Grid | League

Options | Templates | (0) | Refresh | Purchases | 1 to 11 of 18 (Filtered from 18)

Tran Date	Module	Description	First Name	Status	Total Due	Total Paid	Current Receipt	Begin Date
	(0) Selected			(36) Activ...				
02/11/2020	FR	Diamond 2 on 02/11/2020 ...	YOUR	Firm	0.00	0.00	484	02/11/2020
02/11/2020	FR	Diamond 2 on 02/13/2020 ...	YOUR	Firm	0.00	0.00	484	02/13/2020
02/11/2020	FR	Diamond 2 on 02/15/2020 ...	YOUR	Firm	0.00	0.00	484	02/15/2020
02/11/2020	FR	Home Court and half gym o...	YOUR	Firm	0.00	40.00	487	02/13/2020
02/10/2020	AR	Advanced Shaolin Kung Fu (...	YOUR	Enrolled	0.00	0.00	481	09/26/2019
02/10/2020	AR	Beginners Tae Kwon Do-Ka...	YOUR	Enrolled	0.00	65.00	481	10/22/2019
02/10/2020	AR	Fall Colors Arts & Crafts (22...	YOUR	Enrolled	0.00	90.00	480	11/01/2019
02/10/2020	AR	Lego Mania (264112-01)	YOUR	Enrolled	0.00	55.00	480	10/23/2019
02/10/2020	AR	Quidditch (224104-01)	YOUR	Enrolled	0.00	90.00	480	10/01/2019
02/10/2020	FR	Diamond 3 on 02/10/2020 ...	YOUR	Firm	0.00	0.00	480	02/10/2020
02/10/2020	FR	Edenvale on 02/10/2020 at ...	YOUR	Firm	0.00	295.00	480	02/10/2020

Update Fees | Change | Cancel | Pay Balance | Process | Reprint | Notes

Add To Cart

Family Member Selection

Order	First Name	Last Name	Birthday	Age	Gen...	Grade	Status
1	YOUR	CUSTOMER		0 yrs 0 mos		0.00	Active

HH Lookup | Household Options

Shopping Cart

Description	First Name	Total Amount	Previous Paid	Total Due
Multipurpose Room B on 0...	YOUR	$ 0.00	$ 240.00	$ -240.00
		Total Amount $ 0.00	Previous Paid $ 240.00	Total Due $ -240.00

Remove | Cart Options | $240.00 Refund

When you click Cancel, YOUR CUSTOMER's facility is added to the Shopping Cart and a refund is calculated automatically. Click on the $240.00 Refund button.

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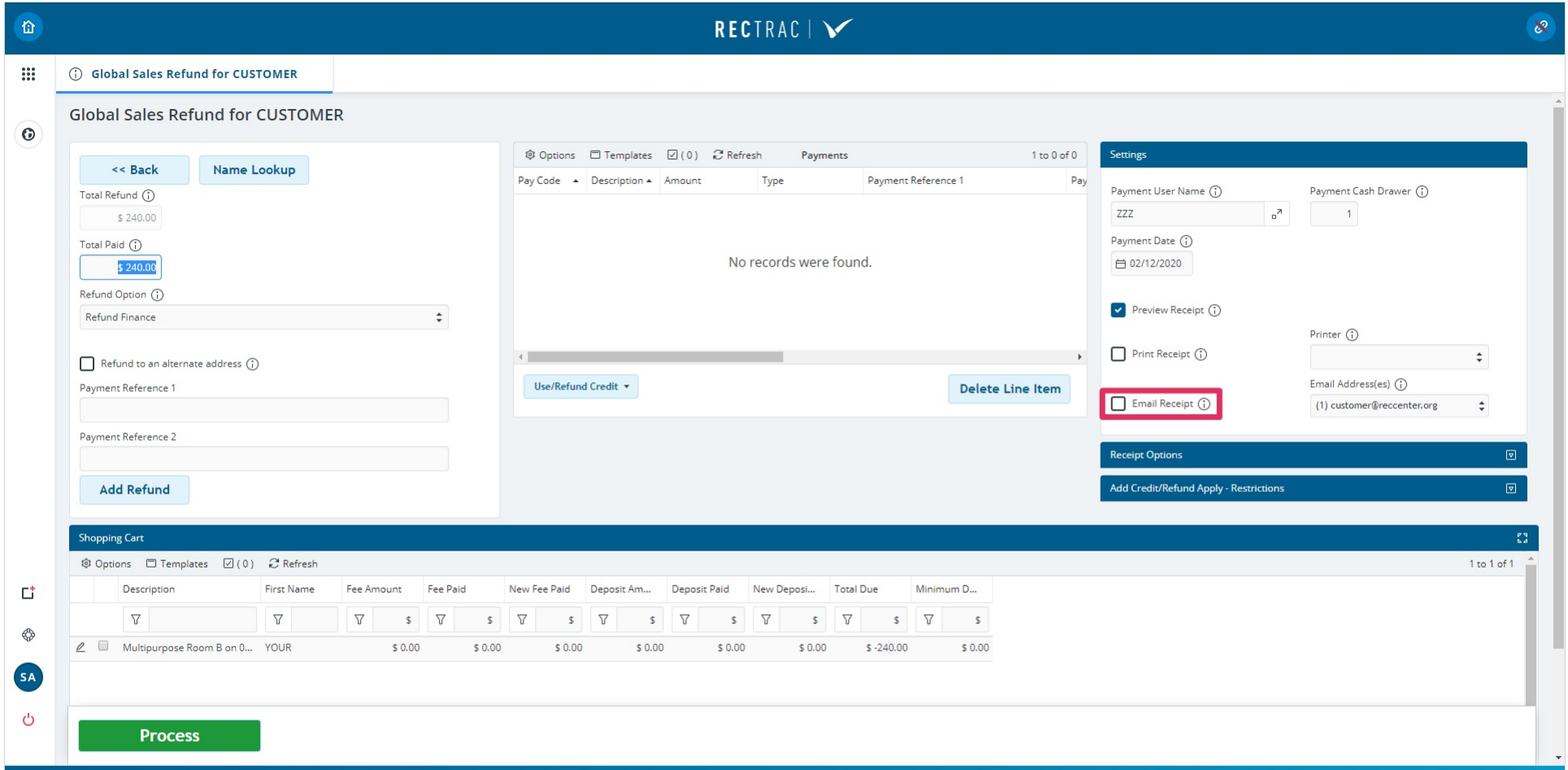

Review refund and receipt options with YOUR CUSTOMER.
For this transaction, select Email Receipt.

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RECTRAC LAB CHAPTER 7: FACILITY CANCELLATION WALKTHROUGH

RECTRAC

Global Sales Refund for CUSTOMER

Global Sales Refund for CUSTOMER

<< Back | Name Lookup

Total Refund: $ 240.00

Total Paid: $ 240.00

Refund Option: Refund Finance

Refund to an alternate address

Payment Reference 1

Payment Reference 2

Add Refund

Options | Templates | (0) | Refresh | Payments | 1 to 0 of 0

Pay Code	Description	Amount	Type	Payment Reference 1	Pay

No records were found.

Use/Refund Credit | Delete Line Item

Settings

Payment User Name: ZZZ

Payment Cash Drawer: 1

Payment Date: 02/12/2020

Preview Receipt

Print Receipt

Printer

Email Receipt

Email Address(es): (1) customer@reccenter.org

Receipt Options

Add Credit/Refund Apply - Restrictions

Shopping Cart

Options | Templates | (0) | Refresh | 1 to 1 of 1

Description	First Name	Fee Amount	Fee Paid	New Fee Paid	Deposit Am...	Deposit Paid	New Deposi...	Total Due	Minimum D...
Multipurpose Room B on 0...	YOUR	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ -240.00	$ 0.00

Process

Click Process when YOUR CUSTOMER is ready to cancel!

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